

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	5586467
<b>Application Number:</b>	09690566
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	1577
<b>Title of Invention:</b>	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
<b>First Named Inventor/Applicant Name:</b>	Michael P. Lilly
<b>Customer Number:</b>	64574
<b>Filer:</b>	Shawn Li/rachel mcguinness
<b>Filer Authorized By:</b>	Shawn Li
<b>Attorney Docket Number:</b>	119645-00103.118
<b>Receipt Date:</b>	25-JUN-2009
<b>Filing Date:</b>	17-OCT-2000
<b>Time Stamp:</b>	14:00:29
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1110
RAM confirmation Number	179
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**File Listing:**

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	119645_00103_118_Transmittal_Form.pdf	55367	no	1
			14591e00912076339e319bdecc9a9b2551697df7		
Warnings:					
Information:					
2	Response to Election / Restriction Filed	119645_00103_118_Restriction_Response.pdf	701570	no	20
			de2b1998480f29641b875ba20cc556d63ee720f6		
Warnings:					
Information:					
3	Extension of Time	119645_00103_118_Extension_of_Time.pdf	61117	no	1
			281d3c3978160e59616d214466aca4d4991f6447		
Warnings:					
Information:					
4	Fee Worksheet (PTO-875)	fee-info.pdf	30493	no	2
			4d30d5f0a8191ea9fdc6033599dccb16c2c3b38d		
Warnings:					
Information:					
Total Files Size (in bytes):			848547		

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.